



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

September 14, 2009

Diane Gebel, M.S., R.N., Chief Nursing Officer  
Los Alamitos Medical Center (LAMC)  
3751 Katella Avenue  
Los Alamitos, CA 90720

Dear Ms. Gebel:

**RE: FINAL MONITORING VISIT REPORT for LOS ALAMITOS MEDICAL CENTER (SET) – ET07-0392**

<b>Date of the Visit:</b>	08/17/09
<b>Beginning/Ending Time:</b>	9:45 a.m. – 12:30 p.m.
<b>Date of Last Visit:</b>	04/30/09
<b>Visit Location:</b>	Los Alamitos
<b>Persons in attendance:</b>	David Johnson, Director of Education, LAMC Nancy White, Education Coordinator, LAMC Margarita M. Paccarelli, ETP Contract Analyst
<b>Action Required:</b>	No

*NOTE: There was a delay in the issuance of this report because the ETP Analyst was on vacation for three weeks the latter part of August to September.*

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	06/30/07 – 06/29/09	<b>Agreement Amount:</b>	\$297,792
<b>Training Start Date:</b>	07/09/07	<b>No. to Retain:</b>	376
<b>Date Training must be Completed:</b>	03/29/09	<b>Range of Hours:</b>	24 - 200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	44

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## **FINAL REPORT SUMMARY**

### **• HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on June 22, 2007 and training began on July 9, 2007. Mr. Johnson reported that all training was completed on March 18, 2009, which allowed for the 90-day retention period to be completed within the term ending date of the Agreement – June 29, 2009.

Since the inception of this Agreement, ETP approved the following changes:

- Modification No. 1, approved on March 25, 2008, added a course module (MEDSOFT) under Computer Skills training. MEDSOFT is a system that will standardize order entry at LAMC providing improved communication, consistency with orders, and minimizes order errors.
- Modification No. 2, approved on January 20, 2009, added computer-based training (CBT) as a training methodology and increased the maximum total training hours to 200. Based on a training assessment conducted by LAMC in November 2008, registered nurse (RN) trainees will need up to 80 CBT hours to complement the class/lab training they received in advanced technology and business skills. The additional training will allow the RN to upgrade their skills in order to improve patient outcomes and stabilize and increase the company's permanent full-time workforce which is the intent of this Agreement. Mr. Johnson certified that none of the proposed CBT courses are continuing education needed to maintain a license or periodic education required by regulatory agencies for RN. A CBT curriculum was submitted to ETP listing the courses and corresponding standard number of hours for completion as designated by the CBT vendor who developed the course. It was explained to Mr. Johnson that training is reimbursable at \$8 per standard CBT hour. CBT documentation for CBT is different than class/lab, because it tracks the completion of modules not the time spent completing the modules.
- Modification No. 3, approved on June 1, 2009, revised the standard hours of three CBT topics. These CBT courses were originally submitted with incorrect standard hours and secondary documentation was submitted to ETP to show these corrections.

### **• FINAL PROJECT STATISTICS**

Your Agreement contains a variable training plan, which means that reimbursement will be based on the total actual number of training hours completed by each trainee between 24 and 200 class/lab training hours. There will be no reimbursement for any trainee who does not complete a minimum of 24 hours of training from the required curriculum.

Based on the data obtained from the ETP Online Tracking System, there are 111 trainees who met the required minimum training hours. Hours provided to these trainees totaled 3,874.5 resulting in projected earnings of \$75,103.00 (25% of the Agreement amount).

The following chart shows a breakdown of training hours and projected reimbursement as shown on the ETP Online Tracking System:

TYPE OF TRAINING	HOURS COMPLETED	REIMBURSEMENT RATE	PROJECTED REIMBURSEMENT
Class/Lab	425.5	\$18	\$7,659
Adv Tech	2,214	\$26	\$57,564
CBT	1,235	\$8	\$9,880
Total	3,874.5		\$75,103

Since your company has received \$30,895 in progress payments, you will receive an additional \$44,208, if the anticipated number to retain is verified during the final fiscal closeout.

During this visit, Ms. Paccarelli provided your project staff technical assistance on how to submit the final contract closeout. On August 25, 2009, Ms. White informed the Analyst that the final contract closeout invoice was completed and submitted electronically to ETP.

#### • INTERVIEW WITH CONTRACTOR'S REPRESENTATIVES

According to Mr. Johnson, LAMC was not able to maximize its Agreement earnings due to a delay in the expansion of key clinical departments (Emergency Services and Lab Services) and, therefore, additional training was not conducted in these areas. Also, one of the training goals of this Agreement was to focus on LAMC's designation as a Stroke Center, but training in this area did not start until the end of the training period in this Agreement.

Although LAMC did not complete 100% in this Agreement, Mr. Johnson stated that trainees benefitted from the training, learning advanced medical skills needed to provide quality services to your patients.

A new proposal had been submitted by LAMC at the September Panel Meeting. Some training will cover those topics that were not provided in this Agreement. To ensure the success of the new proposal, LAMC submitted a conservative training plan which will also cover training not provided in this contract.

As for the ETP Online Systems and record keeping, your project staff stated that they did not experience any problem. They also stated that ETP staff was very helpful in providing assistance in the administration of this project.

#### **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Trainees Enrolled:	339	Completed Retention:	111
Dropped Following Enrollment:	228	In Retention Period:	0
Completed Training:	111		

The project statistics provided by your project staff matches those listed on the current ETP Contract Status Report.

## **TRAINING RECORDS**

At the last monitoring visit, there were discrepancies on the hours entered online on both the CBT and class/lab training in comparison to the attendance rosters and CBT LMS report. The action items have been corrected and were verified by the Analyst during this visit.

In addition to the above records, the Analyst also conducted a random sampling of training records of 14 trainees who completed training. Records validated the completion of the training hours required in this Agreement which shows that trainees completed between 24 and 76 total training hours and completed hours matches those posted on the ETP Online Tracking System. Records reviewed confirmed that the Agreement curriculum was provided as specified and the ratio of trainer to trainee delineated in the Agreement training plan was adhered to.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

## **AUDIT**

Your company will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk review. These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters.

To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

## **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Margarita Paccereilli at (818) 755-1317 or by email at [mpaccereilli@etp.ca.gov](mailto:mpaccereilli@etp.ca.gov) within ten (10) working days from the receipt of this report.

Sincerely,

**Signature on file**

Wally Aguilar, Program Manager  
North Hollywood Regional Office

**Signature on file**

Margarita M. Paccereilli, Analyst  
North Hollywood Regional Office

cc: David Guzman, Chief, ETP Audit & Program Operations Division (via email)  
Kulbir Mayall, ETP Fiscal Manager (via email)  
David Johnson, LAMC (via email)  
Master File  
Project File

Date report mailed to Contractor 9/17/09